

SOURCE REDUCTION

Automated Food Waste Tracking Systems for Food Service Operators to Minimize Waste

Monday, December 8 // The Last Food Mile Conference

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ABOUT:

LEANPATH

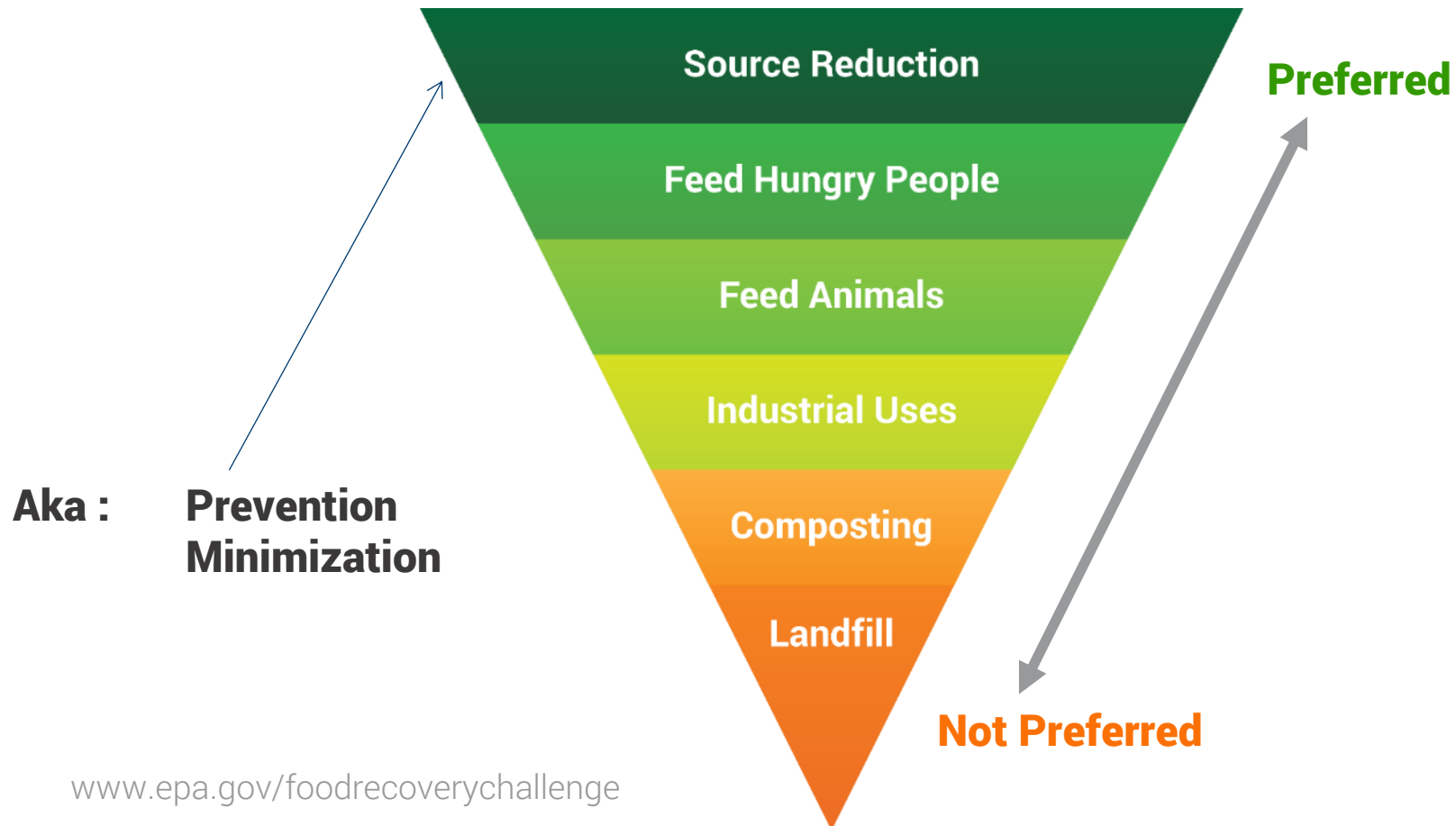
- **Founded in 2004** and based in Portland, OR
- Creators of the **automated food waste tracking** system category
- **Patented** technology
- Customers in **49 U.S. states**
- **Active internationally** in the United Kingdom, Ireland, Canada, Australia, Spain and Middle East



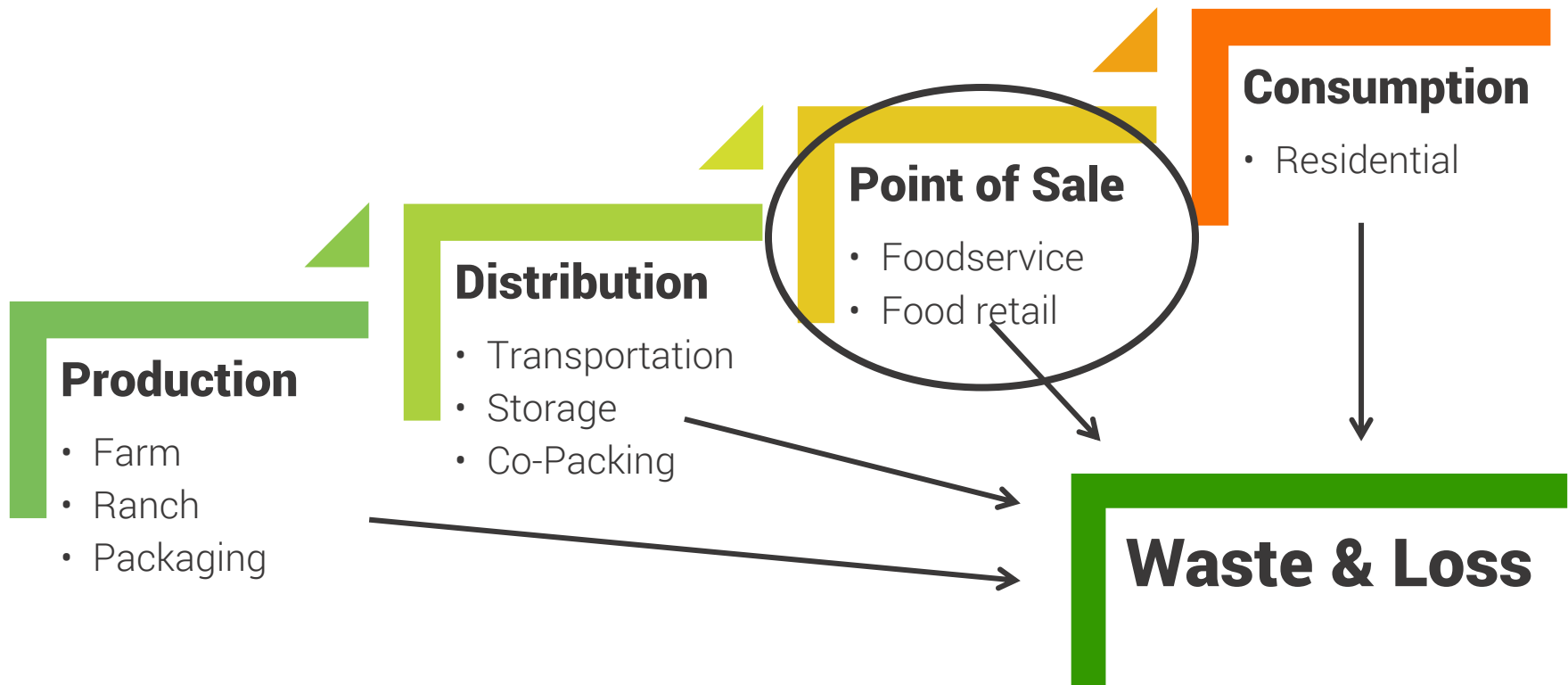
LEANPATH VISION

Make food waste prevention **easy.**

My Focus: Source Reduction



My Focus: Foodservice & Retail



We Must Manage Two Types of Food Waste in Foodservice

Pre-Consumer

"Kitchen Waste"

- Due to overproduction, spoilage, expiration, trim waste, etc.
- **Controlled by kitchen staff**



Post-Consumer

"Plate Waste"

- Due to behaviors, portion sizes, self-service, etc.
- **Controlled largely by guests**



Pre-Consumer Food Waste: Significant Financial Opportunity

HOW MUCH OF THIS PROBLEM STEMS FROM U.S. FOODSERVICE OPERATIONS?

4–10% of food
purchased is **THROWN OUT**
before reaching a plate.



\$8–20 **BILLION** of
pre-consumer waste generated by
the U.S. out-of-home restaurant
and foodservice industry every year.

Pre-consumer waste is the kitchen waste that occurs before the food even reaches a guest, from **OVERPRODUCTION, SPOILAGE, EXPIRATION** and **TRIMMINGS**. It's within the control of the foodservice operator and can be prevented!

HOW TO MAKE PRE/POST-CONSUMER FOOD WASTE PREVENTION POSSIBLE & EASY?

Identify Root Causes: Why Do We Waste Food?

- It's a problem to **run out of food** *(so we make more than we need...creating waste)*
- We must serve **safe food** *(so we establish margins of error...creating waste)*
- Attractive merchandising and big portions may increase **customer satisfaction** and **sales** *(so we over-merchandise and over-portion....creating waste)*
- Large batch production helps control **labor costs** *(so we produce big batches even if they're less flexible...creating waste)*
- We provide convenient service and **wide choice** *(so we ensure our first and last customers experience the same options....creating waste)*
- Customers purchase **more than they need** *(so they feel they get plenty of value, sufficient product and plenty of choice...creating waste)*

What should we think about this?

- There are **multiple valid priorities** & high stakes
- But we can improve **operational efficiency** without failing to maintain **customer satisfaction**, safety, or choice
- This new balance will be achieved through **awareness, planning, and engagement by managers & staff**
- It will also require **customer communication** about the links between expectations and food waste consequences







Make Food Waste a Safe Topic

- **Food waste myths**

- Waste is an indicator of poor performance.
- I should have this under control already.

- **Fear of failure**

- What if I DON'T succeed?
- What if I DO succeed?
- Will my team support this?

- **Can't this wait?**

- Why now? I have a lot on my plate.



Culture Reset

- Open, transparent & **positive**
- **Data**-driven
- Engaged and **inclusive**
- **Goal**-focused
- Fanatical about **value-added** activities for customers



HOW DO WE CREATE THIS CULTURE?

Food Conservation Needs to Be On the Scoreboard

- The foodservice “scoreboard:”
 - Food Quality
 - Food Safety
 - Customer Satisfaction
 - Sanitation
 - **Food Waste/Sustainability**

Measurement Enables & Sustains Food Waste Prevention



Find out what is being wasted and why, so teams can...

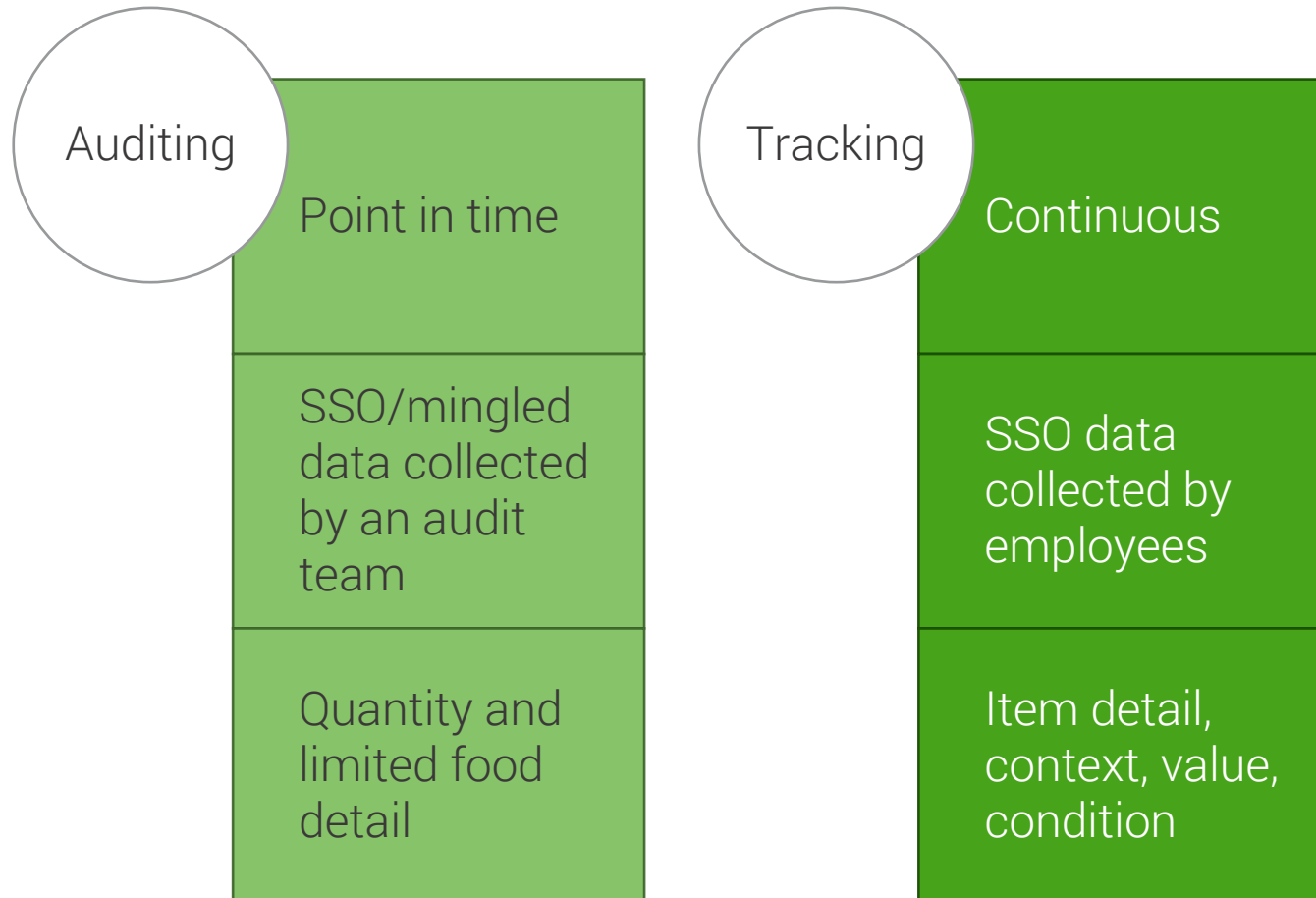
Understand & Improve

- Understand the waste
- Set goals
- Track improvement

Change Team Behavior

- Engage employees
- Raise awareness
- Celebrate progress

Audit ≠ Tracking



Use Food Waste as a Critical Control Point

What Can you Learn From your Trash?

A whole lot!

Just like archeologists learn about our history from our ancestors' trash, your trash today can reveal how well your business is doing.



Manual Data Collection (2-Step)

- Paper Log Books & PC Data Entry
- Handwritten
- Manual analysis from paper or via PC data entry (e.g. MS Excel)

[illegible]

Long Term: There is a Tipping Point

Viable
Strategy

Effective

Fast

Easy

Food Type	Waste Type
Salad	Waste
Eggs	Waste
Pasta	Waste
Chicken	Waste
Beef	Waste
Vegetables	Waste
Fruit	Waste
Dessert	Waste
Alcohol	Waste
Overprod.	Waste
Handling	Waste
Waste	Waste

Actual waste sheet

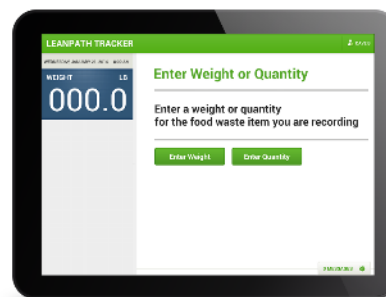
Automated Monitoring

1-step
Real-time

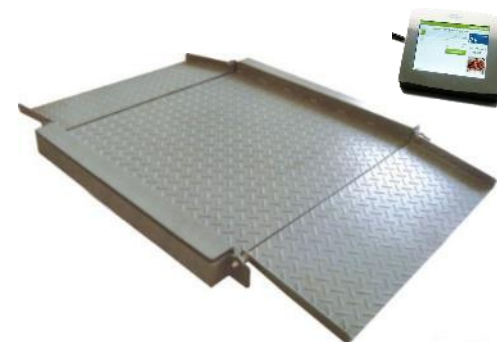
Fixed Platforms



Light-Weight
Tablet Solutions



Post-Consumer
Floor Scales



Tracking Process



No incremental labor required.
On average, **less than 1 minute per employee per day.**

Example Device

LEANPATH TRACKER

DAVE B


TUESDAY, OCTOBER 22, 20134:26 PM

WEIGHTLB

3.2

Value of Loss

\$2.47



Review & Send Your Report

Quantity:	1.0	EDIT
Event Order# (Optional):		ADD
Food:	Pastry - Special	EDIT
Loss Reason:	Dropped	EDIT
Container:	Metal 4"	EDIT

Send Report

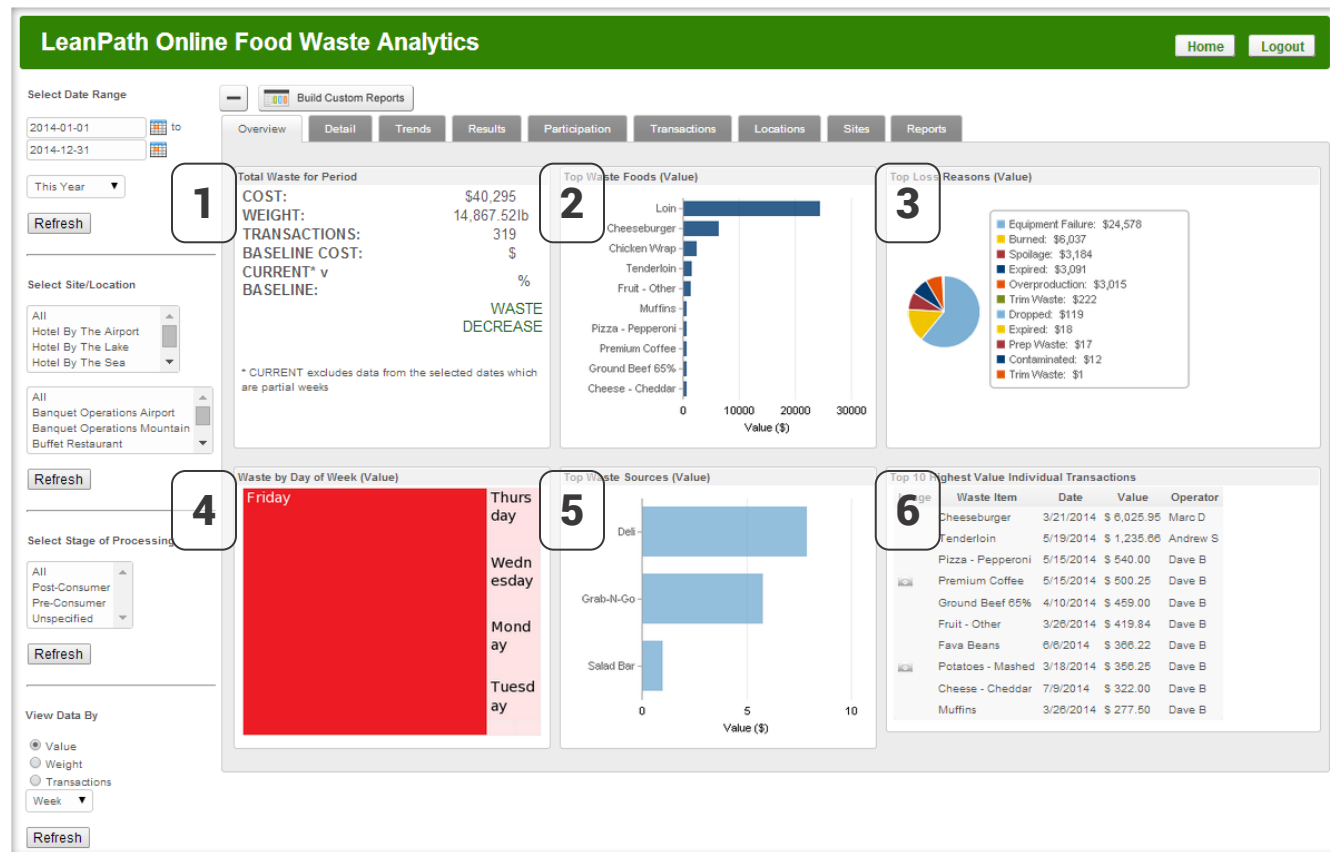
0 MESSAGES

Example Feedback for Front Line

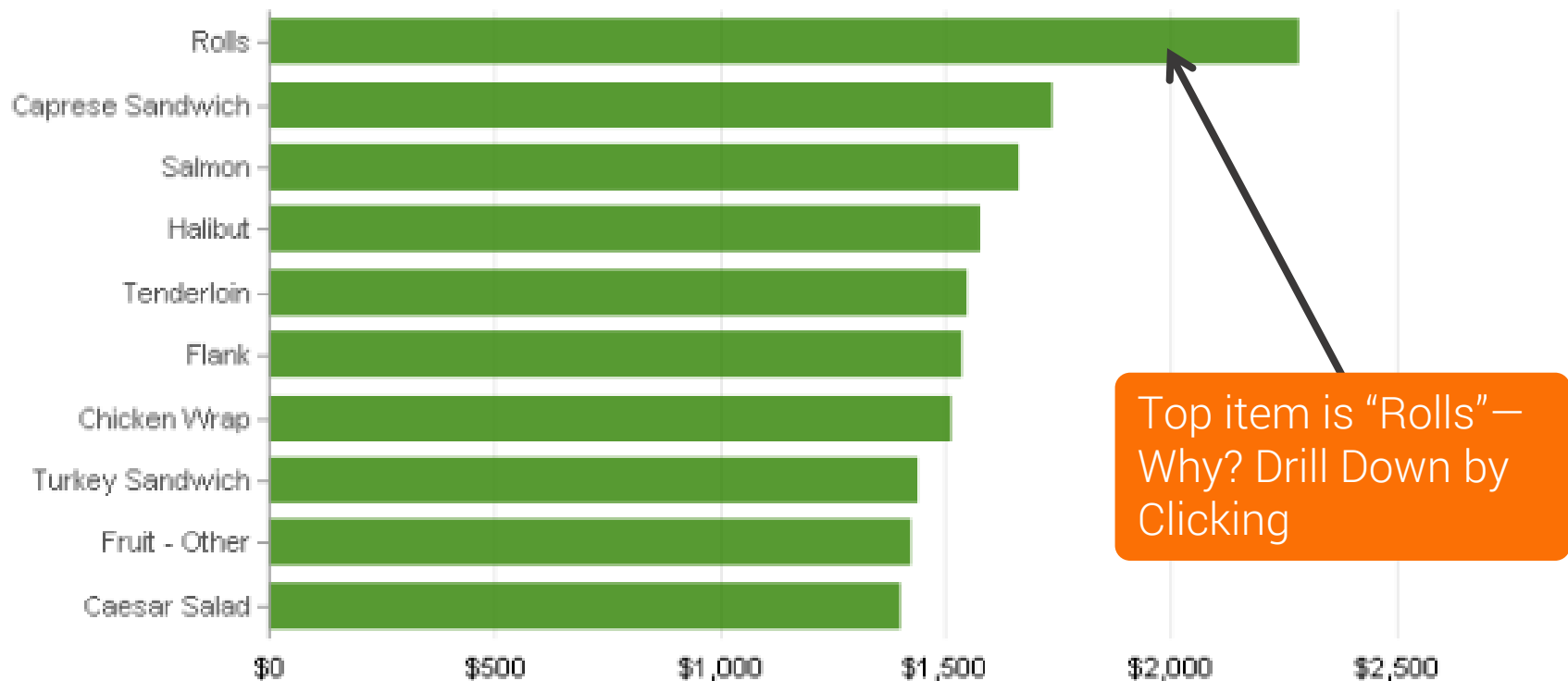


Example Dashboard

1. Total Waste Overview
2. Top Wasted Foods
3. Top Loss Reasons
4. Waste by Day of Week
5. Top Waste Sources
6. Top Highest-Value Transactions



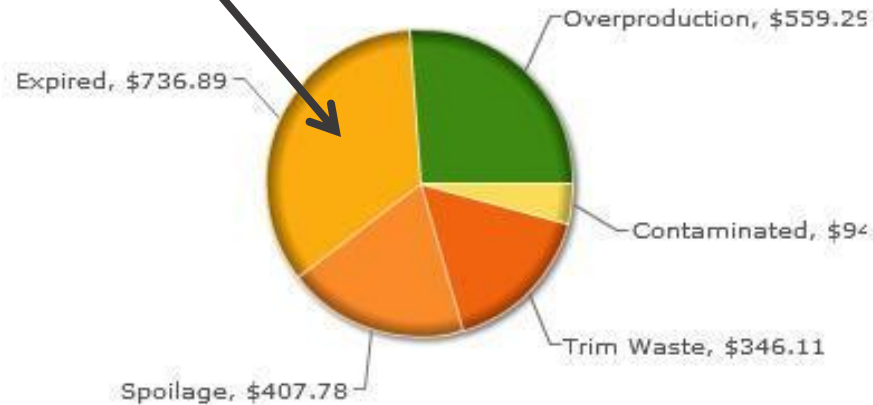
Example: Top Wasted Foods



Following the Data

Top Loss Reasons for Rolls

Top Reason for Discarding Rolls is Expiration

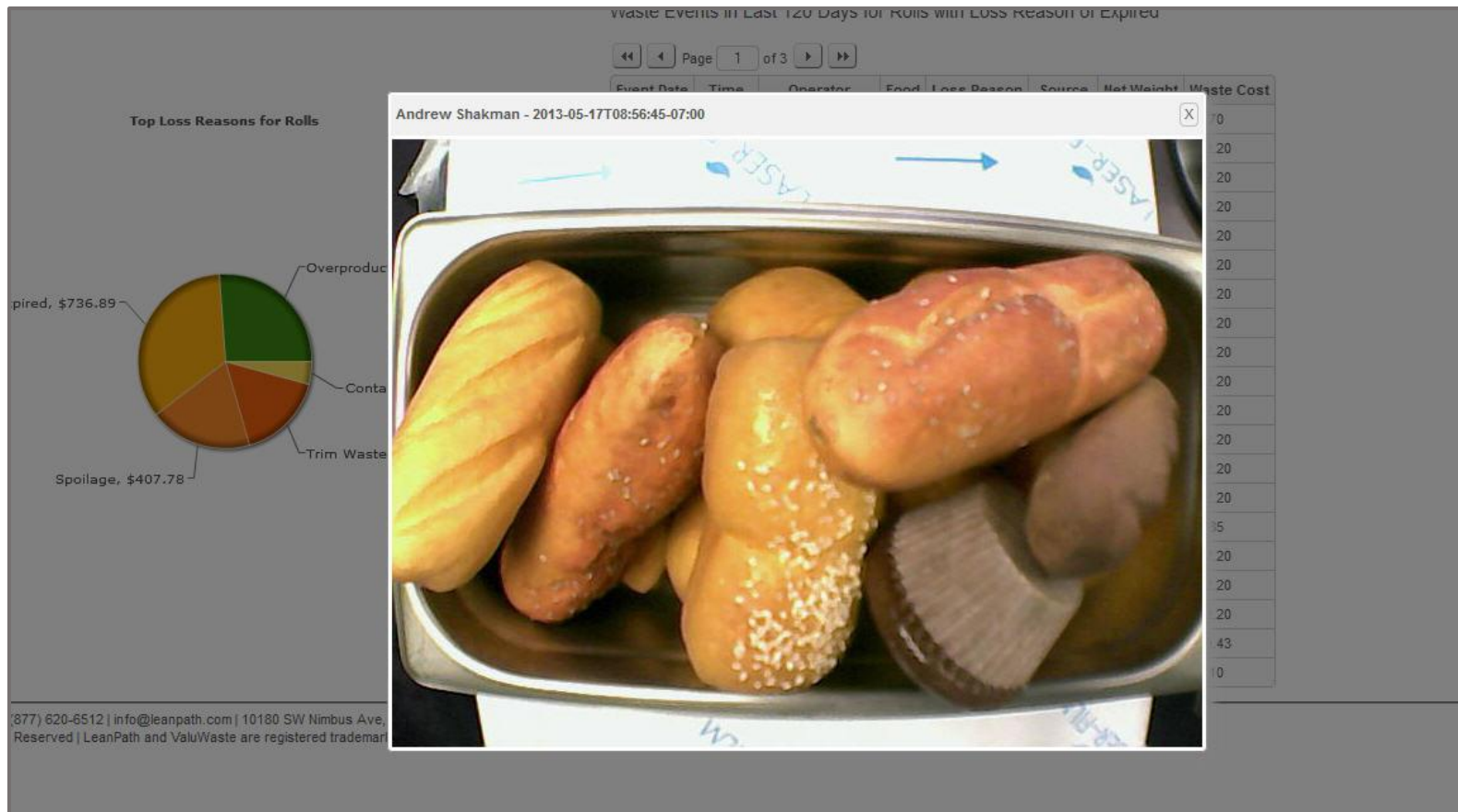


Underlying Detail

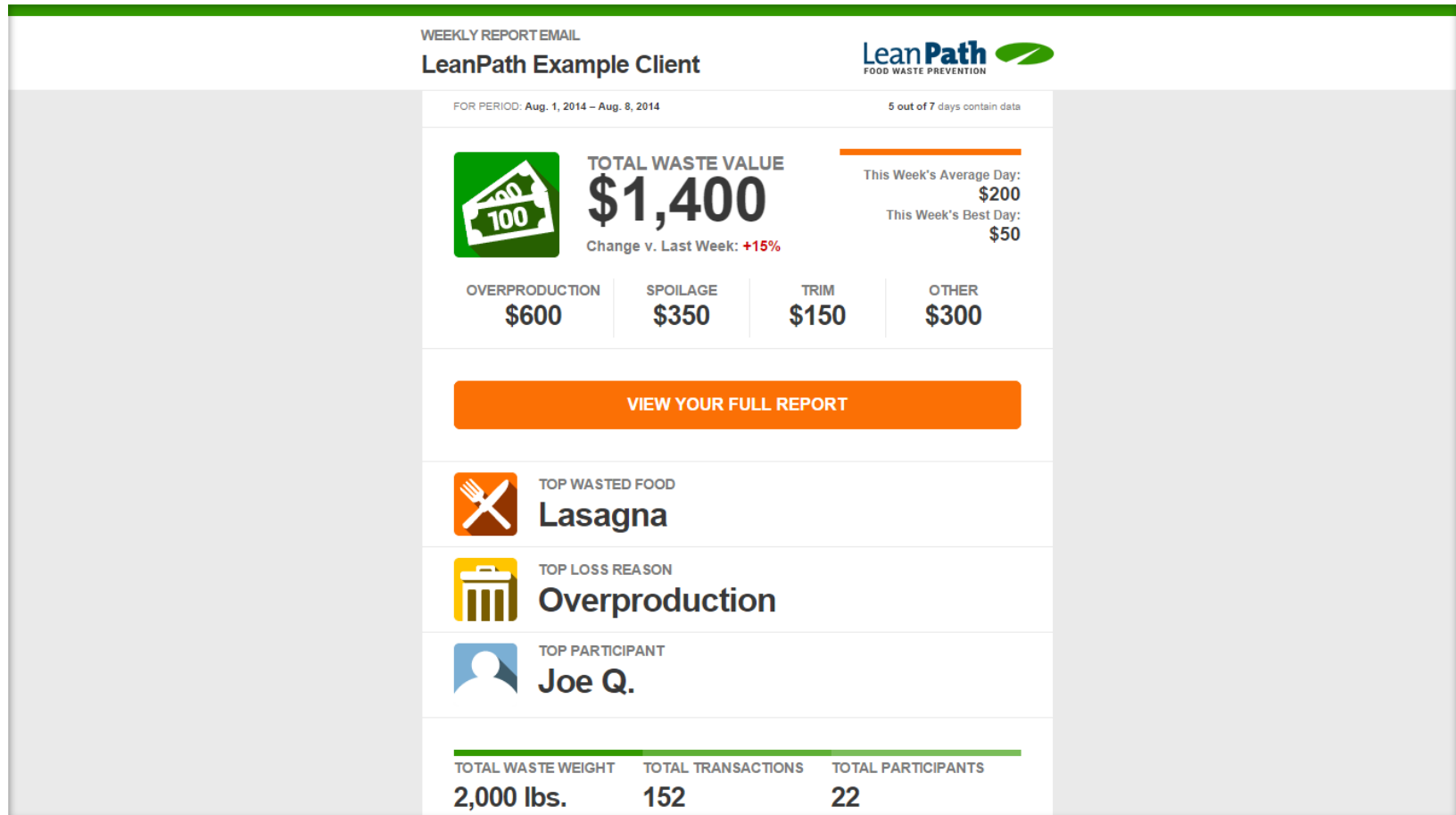
Drill-down the see underlying transactions to see what's driving high-waste, high-cost opportunities.

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Event Date	Time	Operator	Food	Loss Reason	Source	Net Weight	Waste Cost
5/17/2013	08:56:45	Andrew Shakman	Rolls	Expired	Unknown	2.00	\$3.70
5/15/2013	04:58:25	Andrew Shakman	Rolls	Expired	Unknown	12.00	\$22.20
5/15/2013	04:58:25	Andrew Shakman	Rolls	Expired	Unknown	12.00	\$22.20
5/15/2013	04:58:25	Andrew Shakman	Rolls	Expired	Unknown	12.00	\$22.20
5/15/2013	06:50:05	Andrew Shakman	Rolls	Expired	Unknown	12.00	\$22.20
5/15/2013	04:58:25	Andrew Shakman	Rolls	Expired	Unknown	12.00	\$22.20
5/15/2013	04:58:25	Andrew Shakman	Rolls	Expired	Unknown	12.00	\$22.20
5/15/2013	04:58:25	Andrew Shakman	Rolls	Expired	Unknown	12.00	\$22.20
5/15/2013	05:55:52	Andrew Shakman	Rolls	Expired	Unknown	12.00	\$22.20
5/15/2013	04:58:25	Andrew Shakman	Rolls	Expired	Unknown	12.00	\$22.20
5/15/2013	07:30:37	Andrew Shakman	Rolls	Expired	Unknown	12.00	\$22.20
5/15/2013	04:58:25	Andrew Shakman	Rolls	Expired	Unknown	12.00	\$22.20
5/15/2013	04:58:25	Andrew Shakman	Rolls	Expired	Unknown	12.00	\$22.20
5/15/2013	04:58:25	Andrew Shakman	Rolls	Expired	Unknown	12.00	\$22.20
5/15/2013	06:41:01	Andrew Shakman	Rolls	Expired	Unknown	1.00	\$1.85
5/15/2013	04:58:25	Andrew Shakman	Rolls	Expired	Unknown	12.00	\$22.20
5/15/2013	04:58:25	Andrew Shakman	Rolls	Expired	Unknown	12.00	\$22.20
5/14/2013	08:51:20	Andrew Shakman	Rolls	Expired	Unknown	12.00	\$22.20
5/13/2013	03:54:54	Janet Haugan	Rolls	Expired	Unknown	10.50	\$19.43
5/12/2013	05:28:55	Beth Clark	Rolls	Expired	Grill	3.80	\$4.10

Photo of Waste Event (Condition)



Needs to Be Easy for Managers, Too



Tracking → Monitoring

FOOD WASTE ALERT
from **LeanPath** 



IMAGE:


FOOD: Chicken Breast
WEIGHT: 18.0lb
COST: \$73.08
REASON: Pan Waste-Overproduced
LOCATION:
OPERATOR: Justin R
DAY/TIME: Nov 12, 2014 7:14 PM

LOG IN TO LEANPATH ONLINE

Engage Front-Line Teams

Vivid data



Team-Based Solutions



Pre-Consumer Outcomes

- Changes to **production** levels and methods
- Changes to **purchasing** par levels, packaging, and products
- Changes to **menus and catering order guides** to eliminate waste-making options or streamline inventories
- Modifications to individual **behavior**, matching the plan more closely with the execution

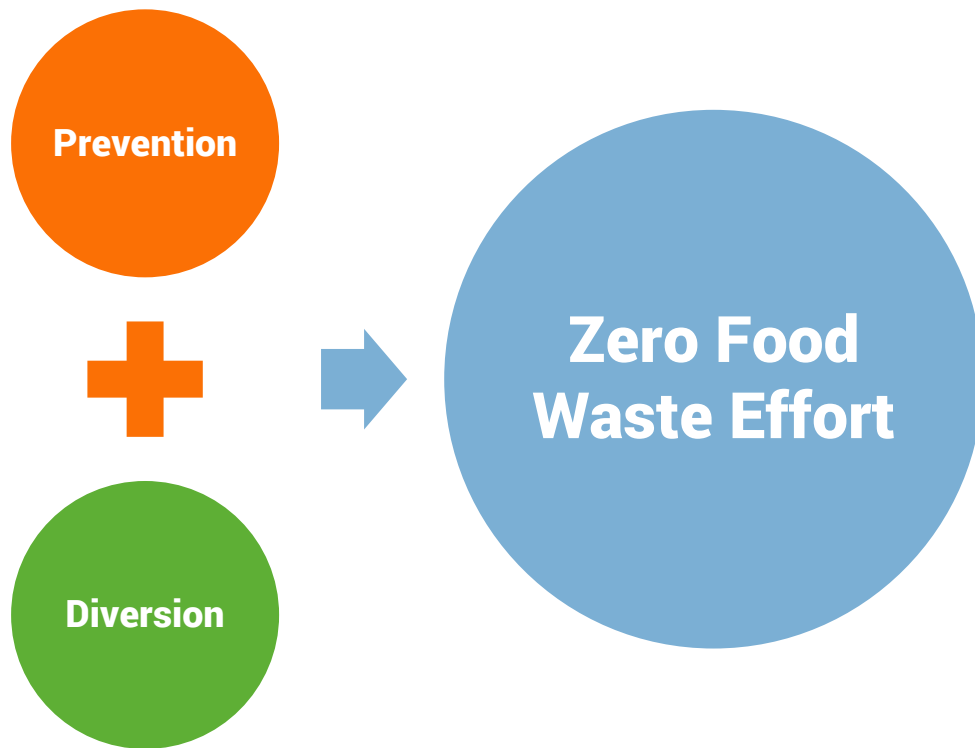
Post-Consumer Outcomes

- Test **smaller portions and customization options** and monitor impact on waste generation volumes
- Modify service models to **manage portions** more effectively and reduce waste (e.g. staffed service)
- In certain operations, use data to **provide customer feedback loops** connecting waste outcomes with customer choices
- Review snapshots of plate returns and **discontinue unpopular items**



CLOSING THOUGHTS

Don't Overlook Prevention in "Zero Waste" Initiatives



Let's Take a Fresh Look at Zero Food Waste

WE ALL PLAY A ROLE IN SOLVING THE FOOD WASTE CRISIS

“Measure what is measurable.
And make measurable what is not so.”
Galileo Galilei



Questions?

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